

1. Neo360 OST Messaging Workflow

NHS Lanarkshire

1 Click "New Pa	itient" to r	egister	a ne	ew client.			
PROVISION OF CARE FROM	22 M 1ST AUGUS		= 31S	TAUGUST			100
						tem	
E MAKE SURE THESE ARE ENTE	ERED AS SOON	AS POSSI	BLE.			12	SY
Close							105
							10
				🔒 New Pa	ient	nno.	
						1Sto	SY
First Name	CHI Number / DoB	Service Provided	Drug	Remove From Next Month's List			Test
Mary	12/08/1975		M		0	~	2)
Nic	30/05/1968		M		0	*em	
Sam	12/12/1990		M		0	JSC	CNE

2 Enter the clients details.

ystem		SC LOG NALOXONE SEXUAL ALCOHOL MAT OST SIS CLIENT DOCUMENTS
	~	OST 2022 NEW PATIENT FOR 1ST AUGUST TO THE 31ST AUGUST
ystem	X	➢ PATIENT DETAILS First Name: Last Name: Do you have a CHI Number? ○ Yes ○ No Drug: -Please Select - ∨ Team: -Please Select - ∨
ystem		OPTIONS Save & Add a New Patient Cancel

3		
JS15		CLIENT DOCUMENTS Needles Found at Memphis City
	~	OST 2022 NEW PATIENT FOR 1ST AUGUST TO THE 31ST AUGUST
me		>> PATIENT DETAILS
SYSIO	~	
System		OPTIONS Save & Add a New Patient Cancel
	~	Copyright © 2007 - 2022 neo360. All Rights Reserved.

4		
SY		
35t 5.	~	Needles Found at Memphis OST 2022 NEW PATIENT FOR 1ST AUGUST TO THE 31ST AUGUST
ast System	K	First Name: James ▲ Last Name: Maddison ▲ Do you have a CHI Number? Yes ● No ▲ Date of Birth: (DD/MM/YYYY) ▲ Drug: -Please Select - ∨ ★ Team: -Please Select - ∨
ast Syster	K	OPTIONS Save Save & Add a New Patient Cancel Copyright © 2007 - 2022 neo360. All Rights Reserved.

5		
	~	OST 2022 NEW PATIENT FOR 1ST AUGUST TO THE 31ST AUGUST
ystem	X	PATIENT DETAILS First Name: James Last Name: Maddison Do you have a CHI Number? ○ Yes ● No Date of Birth: 12/12/1990 (DD/MM/YYYY) Drug: -Please Select The treatment is in a dropdown Ist select from these
NStern.	~	OPTIONS Save & Add a New Patient Cancel
tem		Copyright © 2007 - 2022 neo360. All Rights Reserved. Privacy Policy I GDPR LIn using Neo you agree to be bound by this licence

It is now mandatory to enter the Team of the client, this is how Neo360 knows who to send messages to.

	~	OST 2022 NEW PATIENT FOR 1ST AUGUST TO THE 31ST AUGUST
me		» PATIENT DETAILS
, low	K	
je.		OPTIONS Save & Add a New Patient Cancel
tem		Copyright © 2007 - 2022 neo360. All Rights Reserved. Privacy Policy GDPR In using Neo you agree to be bound by this licence



6

Alert! If you try to send a message for a client who has not had a team recorded, you will be asked by Neo360 to enter one. You will not be able to send a message if you do not record a Team in the clients details.

7 Click "Save"		
Test System	~	
Test Syster	~	OPTIONS Save & Add a New Patient Cancel
, system		Privacy Policy GDPR In using Neo you agree to be bound by th
Test	1	Remember to Save the details

8	Click "Yes"
	OST 2022 NEW PATIENT FOR 1ST AUGUST TO THE 31ST AUGUST
	>> PATIENT DETAILS
	>> OPTIONS
	E Save & Add a New Patient Cancel
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2. Neo360 OST Messaging Workflow

NHS Lanarkshire

Sending a message



2 Click on the "Message" button next to the clients name.





Alert! If you try to send a message for a client who has not had a team recorded, you will be asked by Neo360 to enter one. You will not be able to send a message if you do not record a Team in the clients details.

3 The Messaging Screen is now displayed.



4 Select the type of message you would like to send to the clients team.



6 If required you can also select another message to send to the clients team.

-		🙀 Team: Glasgow Drug Team	
stem		» MESSAGE TYPES	
* SYS		✓ Report 3 Missed Doses	
10.5	1	Please detail the dates that the client has missed. Please use clinically appropriate	riate language.
10	-	The client has missed doses on the 2nd, 3rd and 4th of August	
system			_
at some		Report A Concern	
162	~	Report Client Has Left Service	
17-		>> OPTIONS	
- uster.		H Save & Send Cancel	
. 51			

7 Type in your second message.

8 Click "Save & Send"

212		
* ST		✓ Report A Concern
10 ⁵¹	~	If you wish to report a concern to the patient Drug Team, please include as much detail as poss language.
stern		The client is looking unwell and has let em know that they are now homeless.
(St SY)		Report Client Has Left Service
100	1	
De		» OPTIONS
custer		
	~	Copyright © 2007 - 2022 neo360. All Rights Reserved.
		Privacy Policy GDPR In using Neo you agree to be bound by th

9 Click "Yes". Your messages have now been emailed to the clientsTeam.

	✓ Report 3 Missed Doses
	Please detail the dates that the client has missed. Please use clinically appropriate language.
	The client has missed doses on the 2nd, 3rd and 4th of August
	SAVE CHANGES?
	Are you sure everything is correct?
	Report A Concern
	If you wish to report a concern to the patient Drug Team, please include as much detail as possible using clinically appropriate language.
	The client is looking unwell and has let em know that they are now homeless.
	USED 76 OF 500 CHARACTER

10 You can view a history of all messages sent by clicking on the green and white History button. Click on the Message History link.

Last Name First Name DoB	/ Servi Provid
Image: Candles Mary 12/08/1975	
Image: Second	
Image: Mendas Sam 12/12/1990	
Debbie 12/12/1990	
History Pattie 12/09/1966	
Image:	
Total Number of Patients Service Provided To:	\$
Total Amount Payable: £435.0)
>> OPTIONS	

11 You can now see the latest messages sent for this client. If you have sent multiple messages over time to the clients team, you can view them all by using the Previous and Next buttons at the bottom of the screen.

וו מטוכ.			
sday, 04 August 2022	Nicol Hannam	Report A Concern	Glasgow Drug Team
isite cordially mr happiness of ne give. Find upon and sent spot so n pure. See burst found sir met t ırable.	glected distrusts. Boisterous impos ong son eyes. Do endeavor he diffe hink hopes are marry among. Delig	sible unaffected he me eve red carriage is learning my htful remarkably new assis	erything. Is fine loud deal an rent graceful. Feel plan know is he stance saw literature mrs
sday, 04 August 2022	Nicol Hannam	Report Client Has Left Service	Glasgow Drug Team
isite cordially mr happiness of ne give. Find upon and sent spot so n pure. See burst found sir met t ırable.	glected distrusts. Boisterous impos ong son eyes. Do endeavor he diffe hink hopes are marry among. Delig	sible unaffected he me eve red carriage is learning my htful remarkably new assis	erything. Is fine loud deal an rent graceful. Feel plan know is he tance saw literature mrs
TIONS			
revious 🗘 Next	Page 1	of 5	S Dashboard

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12 Click "Next"

		ເຊຍບແຊນເຮ.					
GN3		Thursday, 04 August 2022	Nicol Hannam	Report A Concern			
Test	R	Exquisite cordially mr happiness of neglected distrusts. Boisterous impossible open give. Find upon and sent spot song son eyes. Do endeavor he differed like on pure. See burst found sir met think hopes are marry among. Delightfur favourable.					
stem		Thursday, 04 August 2022	Nicol Hannam	Report Client Has Le Service			
TestSYS	~	Exquisite cordially mr happiness of neglected distrusts. Boisterous impossible unaffected he me open give. Find upon and sent spot song son eyes. Do endeavor he differed carriage is learning like on pure. See burst found sir met think hopes are marry among. Delightful remarkably new a favourable.					
*OM		>> OPTIONS					
SYST		C Previous Next Page 1 of 5					
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